CXM 3.0

CXM 3.0 Features

CXM supports multiple operating systems

- Windows
- MAC
- UNIX
- Linux
- *…and more!*

Deploy/move CXM anywhere you want

- Public Cloud
- Private Cloud
- Shared Server
- Dedicated Server
- Desktop PC
- Laptop

100% Customization with CXM 3.0

- Customize any label
- Change any field data type
- Add/Remove fields
- Unlimited custom pages

Multi-Language Support

- Multiple languages
- Multiple currencies

Automated Business Logic (ABL)

- Run ABL on any page, any field – no limitations!
- Text based rules
- Unlimited ABL

E-mail Sync
Broadcast E-mail
E-mail Metrics
E-Leads*
Concurrent Licensing
Social Business*
Multi-Browser Support
Multi-Device Support
32/64 bit support
Non-Proprietary Database
Enterprise Level Security
Multi-Monitor Support
Dynamic (Resizable) Pages
…..and much, much more!

*additional charges may apply

CXM 3.0 – The *only* 100% customizable solution for your business!

Regardless of industry - a key concern is not the lack of information collected, but availability to that information. As an emerging innovator in Customer Relationship Management (CRM) Creedenz Solutions is committed to providing you with powerful, versatile and sensible solutions that help companies grow their business, not limit your growth. CXM 3.0 helps cut through information silos within an organization, leveraging current technology investments to provide the right information to the right people at the right time. CXM 3.0 CRM solution helps organizations increase sales, build customer loyalty and reduce costs while providing better customer service.

Our CXM 3.0 solutions serve a wide range of vertical markets including financial services, health care, government and manufacturing as well as the small business sectors. CXM 3.0 is designed to meet the expanding and changing needs of growing businesses; it provides flexibility, scalability, reliability, robustness and an open architecture while enabling fast and easy integration with third party and customized applications.

The CXM 3.0 communicator (shown above) on the home page enables companies to distribute messages, pictures, and videos to CXM 3.0 users.

Security & Compliance

CXM 3.0 has detailed autit trail and loggin capabilities. CXM 3.0 is ITIL, PCI, HIPPA, and SOX compliant. CXM 3.0 is designed to audit designated fields, groups, users, record(s), or pages when new data is entered, changed, deleted, viewed, assigned, searched or printed from CXM 3.0.

Any change, view, search, assignment, view, or printing of the designated record, field, and/or data creates a audit trail that records the user name, date and time, computer name, and the IP address from where the access and/or change(s) were made.

Custom reports on the audit trail can be created through the report interface on CXM 3.0, no special software is required.

Automated Business Logic

With CXM Automated Business Logic (ABL) you can create an unlimited number of automated rules on any page, on any field – not just sales, contacts, accounts, or customer service. You can even create automated rules based upon text, email, or social media. ABL gives you the control to unleash the power of automation for your business.

With ABL you can create automated handeling for incoming or outgoing emails, sales automation, inventory manage, contact/account automation, marketing automation, and much, much more!

ABL enables you to free your productivity so you can focus on the important things.

100% Customization

CXM 3.0 offers unlimited and complete customization, the only CRM that empowers the business owner with complete control. 100% customization means that you are free to change the lables, change the type of fields used, create your own drop-down lists, create your own templates, add/remove fields, create/edit custom waterfall lists, or create an unlimited number of custom pages.

You can even change the look and feel of the application – change colors, add background images, and more! When it comes to reports you can create unlimited custom reports. Creating custom reports in CXM 3.0 requires no additional software – everything you nedd is already built into the product.

No other CRM system on the planet comes close to the features, convenience, and usability of CXM 3.0.

E-Mail Synchronization

CXM 3.0 includes that ability to synchronization email, contacts, calendar, and activities using Outlook for Windows and MAC. CXM 3.0 can also seamlessly synchronize multiple email accounts in Outlook.

Syncronization can be done automatically or manually. You can also set the security settings (automation or manual syncronization) so email, contacts, calendar, and activities are given the correct security setting – ensuring that your information is kept private and shared with only the people that should see your information.

Supported Databases

CXM 3.0 has built in support for multiple database types.

- MS SQL
- MySQL
- Oracle
- DB2
- HP NonStop SQL/NX
- Informix
- SAP DB
- Sybase
- PostgreSQL
- MS Access
- MS Excel
- Cobol
- Xbase
- …and more

The multi-database capability of CXM 3.0 enables companies the ability to converge multiple dissimilar platforms in a simple, easy to use program offering unlimited customization.

Creedenz Professional Services

Looking for some help? We offer a range of consulting services, from CRM to Data Migration to customizing and deploying your CRM. Our professional services staff has in-depth experience implementing CRM in a variety of industries all over the globe – for small business to big business. We offer CRM consulting services, in depth analysis, problem solving, and solid advice on how to improve or implement business processes for your business. Our team can provide a full analysis and recommendation on what benefits a CRM will do for you and your business and if it is in your best interest to implement a CRM system. Our team is ready to help you grow your business. Contact Creedenz today!